

DDA SUBJECT

DDA-0491X-87

ROUTING AND TRANSMITTAL SLIP		Date
		10 Mar 87
TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. Director of Information Technology		
2.		
3.		
4.		
5.		
Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	X For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

STAT



DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)	Room No.—Bldg.
EXA/DDA <i>gr</i>	Phone No.

5041-102

\* U.S.G.P.O.: 1963-421-529/320

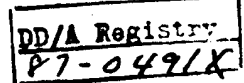
OPTIONAL FORM 41 (Rev. 7-76)  
Prescribed by GSA  
FPMR (41 CFR) 101-11.206

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APEC TECHNOLOGY LIMITED

2006 Powhatan • Falls Church, VA 22043

(703) 241-5976



February 13, 1987

Mr. William F. Donnelly  
Deputy Director for Administration  
Central Intelligence Agency  
Washington, D.C. 20505

Dear Mr. Donnelly:

Your agency can save thousands of dollars a year, while becoming more efficient at locating the phone number and mail stop of all agency personnel. 80% of all the calls now going to an operator can be answered automatically.

A telephone number and mail stop, if required, can be accessed from APEC Technology's innovative automated voice information system. Callers dial the automated system and press the first six letters of the last name of the individual they are seeking. Their phone number and mail stop would be read off and then the caller would be connected with that person. This would save hours of staff time, everyday. However, callers unsure of the name or office they need, will be automatically forwarded to one of your operators.

The voice information system is available 24 hours a day, 7 days a week. Callers could access mail stops, for addressing purposes, even when the agency is closed. After hours, callers would be given a message explaining the office hours, in addition to a phone number and mail stop.

The telephone company determined that they could save 25% of their information operators' time, by not reading back the number. Another option, would be to have calls answered by an operator, but the phone number would be read back to the caller by the system. This would free up the operator sooner, to go on to the next call.

This system is a sure-fire money saver. GAO conducted a cost savings study on the IRS Tele-tax information system, a system purchased from APEC Technology. The savings were significant. "It cost IRS \$2.09 on average, during FY 1981, for an assistor to respond to a tax question. The cost of answering a question via Tele-tax was .82¢ on average."

I would be happy to set up a demonstration of the personnel locator system for you. If you would like further information about our automated systems, please let me know.

Sincerely,

  
Briana M. Gowing

enc.

# DETACHABLE LINK



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